

PAST PERFORMANCE QUESTIONNAIRE
Solicitation 000000-00-0-xxxx

OFFEROR _____

From: *Service, Command/Installation*

To: **SURVEY RESPONDENT**

CUSTOMER (COMPANY NAME) _____

POINT OF CONTACT _____ **POSITION** _____

ADDRESS _____

TELEPHONE _____ **FAX** _____

CONTRACT/PROJECT _____

CONTRACT/PROJECT NO. _____

CONTRACT/PROJECT _____

CONTRACT/PROJECT START/END DATES _____

BACKGROUND: The insert contracting office name, in support of insert service, command and/or installation, is evaluating offeror's name past performance under the utilities contract/project stated above. We would greatly appreciate your response to the attached questionnaire in order to determine a level of confidence concerning the offeror's ability to successfully perform our requirement based on the offeror's past performance record. Your responses to these 9 questions are very valuable to us in assessing the offeror's overall past performance rating. Thank you in advance for your assistance in our utility privatization efforts.

SERVICES: The following is a list of services, which may be performed by the offeror. Our response will assist efforts to evaluate the offeror's capability to provide:

- a) Provision of reliable utility services including quick responses to utility related outages.
- b) Efficient and effective Operations and Maintenance of utility systems.
- c) The identification/planning of Capital Upgrades required to ensure the long-term operability and reliability of utility systems.
- d) The efficient and effective construction/installation of facilities/equipment required to ensure the long-term operability and reliability of utility systems.

SYSTEMS:

- 1) Electric Distribution
- 2) Water Distribution
- 3) Steam/Chilled Water
- 4) Natural Gas Distribution
- 5) Wastewater Collection Treatment

QUESTIONNAIRE:

1. What **type of utility system** was used by the offeror while providing services to your organization?
Put an X next to each applicable system.

For each utility system checked (referred to from this point forward as “applicable systems”), **what services** listed on the previous page were performed for you by the offeror? Please identify the type of service by the letter(s) a, b, c and/or d.

Electric Distribution _____	Services Performed _____
Water Distribution _____	Services Performed _____
Steam/Chilled Water _____	Services Performed _____
Natural Gas Distribution _____	Services Performed _____
Wastewater Collection Treatment _____	Services Performed _____

2. In addition to the services identified in #1 above, please describe what other services/products were performed/supplied by the offeror? _____

3a. What was the estimated total cost of services/products provided by the offeror (if estimate is for a specific time period, please specify the time period)? \$ _____ for _____

3b. Of the total estimate, what percentage of the total cost is attributable to each of the services listed in question #1?

_____	_____%
_____	_____%
_____	_____%
_____	_____%

For the following, please enter the applicable numerical *rating* from the below scale. If not applicable please mark with N/A:

9 --10 Exceptional/High Confidence
7 -- 8 Very Good/Significant Confidence
5 -- 6 Satisfactory/Confident
3 -- 4 Marginal/Little Confidence
1 -- 2 Unsatisfactory/No Confidence

4. For each of the applicable utility systems, the degree to which the offeror provided reliable utility services including quick responses to utility related outages:

System _____	Rating _____
System _____	Rating _____
System _____	Rating _____
System _____	Rating _____
System _____	Rating _____

Comments

5. For each of the applicable utility systems, the degree to which the offeror efficiently and effectively operated and maintained the utility system:

System	Rating
System	Rating
System	Rating
System	Rating
System	Rating

Comments

6. For each of the applicable utility systems, the degree to which the offeror successfully identified/planned capital upgrades required to ensure the long term operability and reliability of the utility system:

System	Rating
System	Rating
System	Rating
System	Rating
System	Rating

Comments

7. For each of the applicable utility systems, the degree to which the offeror efficiently and effectively constructed/installed of facilities/equipment required to ensure the long term operability and reliability the utility systems:

System	Rating
System	Rating
System	Rating
System	Rating
System	Rating

Comments

8. If your organization had the option of obtaining utility services from another source, would you do so or continue to utilize the offeror addressed in this questionnaire? _____

Why? _____

9. Any additional comments related to the offeror's performance which you feel might be of value in assessing the offeror's capability to provide the services described in the background section on the first page of this questionnaire:

Thank you for assisting the Department of Defense